



31 December 2025

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 45933-25  
**Subject:** Status and Authority Under Non-Emergency Ambulance Framework 4237048  
**Date Received:** 23/12/2025

Thank you for your request for information received on 23<sup>rd</sup> December 2025 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)
<p>1. Framework Approval Status</p> <p>Please confirm whether *** is:</p> <p>a) An approved provider on the Non-Emergency Ambulance Services Framework 4237048; or</p> <p>b) Authorised to deliver services under Framework 4237048 on behalf of another approved provider.</p>	<p>a) Yes</p> <p>b) Section 19.2 of the scoping and specification framework states:</p> <p>19.2 The Contractor will not be allowed to utilise any Subcontractor to fulfil the requirements of the Call-Off Contract unless otherwise agreed with the Client.</p>
<p>2. Authority to operate on behalf of another provider</p> <p>If *** is authorised to operate on behalf of another framework provider, please confirm:</p> <p>a) The name of the approved framework provider</p> <p>b) The contractual, governance, or assurance basis under which *** is permitted to operate; and</p> <p>c) Whether this arrangement is documented within the framework or call-off contract documentation.</p>	<p>N/A</p>
<p>3. Use of Trading Names and Branding</p> <p>Please confirm whether NIAS permits organisations delivering services under Framework 4237048 to:</p> <p>a) Operate under a trading name different from the approved legal entity; and/or use vehicle livery, uniforms, branding, or</p>	<p>a and b)</p> <p>The framework does not preclude the use of 'Trading Names' but does state: 20 Personnel Uniform</p>



<p>public-facing identification that differs from the approved framework provider name. If permitted, please provide:</p> <ul style="list-style-type: none"> <li>b) The relevant policy, guidance, or contractual provision; and</li> <li>c) The assurance or compliance checks undertaken by NIAS to ensure transparency and accountability.</li> </ul>	<p>20.1 The Contractor must ensure their Ambulance Crew are properly and smartly dressed in appropriate uniforms, including appropriate footwear, and Personal Protection Equipment (PPE), with the Contractor's company name clearly visible, ensuring these will not be easily confused by members of the public and others with the uniform or PPE used by the Client's personnel.</p> <p>20.2 All items of PPE should conform with required PPE standards, for example new British Standard or CE marked.</p> <p>20.3 The Contractor's uniform must not use non-regulated identifications markings which may allow others to misinterpret the Ambulance Crew's medical skill levels, such as 'Medic', 'Ambulance Responder', 'Technician' etc.</p> <p>The use of the generic term 'Ambulance' is acceptable, as this does not suggest an individual's medical skill levels. Similarly, the terms 'Paramedic' and 'Nurse' may be used assuming the individual wearing the identification is a Paramedic or Nurse registered with the appropriate regulatory body.</p> <p>c) All contractors must complete a quarterly return document providing assurance that they meet all criteria set out in the Scoping and Specification document. NIAS also carry out unannounced inspections.</p>
<p>4. Assurance and Compliance</p> <p>Please confirm whether NIAS:</p> <ul style="list-style-type: none"> <li>a) Maintains a record of organisations actively delivering services under Framework 4237048; and</li> <li>b) Verifies that the organisation visible to patients, hospitals, and the public corresponds to an approved framework provider.</li> </ul>	<ul style="list-style-type: none"> <li>a) BSO Pals provide NIAS with the list of all providers currently active under the framework.</li> <li>b) All contractors must complete a quarterly return document providing assurance that they meet all criteria set out in the Scoping and Specification document. NIAS also carry out unannounced inspections.</li> </ul>

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: [information.governance@nias.hscni.net](mailto:information.governance@nias.hscni.net)

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Email:** [ni@ico.org.uk](mailto:ni@ico.org.uk)  
**Website:** [ICO Website](https://www.ico.org.uk)  
**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF  
**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

*(not signed – issued by email)*

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**Information Governance Team**

*This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.*